

PO BOX 556
SPRINGTOWN, PA 18081
PHONE NO. 610-346-7112
FAX NO. 610-346-8189
EMAIL: WENDYKOB@USA.NET

WENDY W. KOBA, ESQ.

Fax

RECEIVED
CENTRAL FAX CENTER
NOV 29 2004

Company: US PTO

From: Wendy W. Koba

Attention: Kenny S. Lin

Pages including cover sheet: 11

Fax No.: 703-872-9306

Date : November 29, 2004

Re: Serial No. 09/428,363

Urgent Please review Please Comment Please Reply For your information

Case Name: Burg 113571

Serial Number: 09/428,363

Filing Date: October 27, 1999

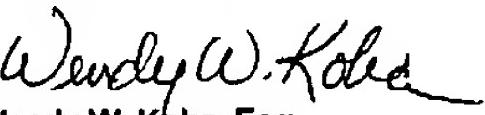
Examiner: Kenny S. Lin

Title: Delivery of Call Queue Messages for Calls Launched from the internet

In response to a final office action dated August 31, 2004 attached please find the following:

1. Transmittal Form (1 page)
2. Certificate of Transmission under 37 CFR 1.8 (1 page)
3. Claims as Amended (1 page)
4. Amendment (7 pages)

Respectfully submitted,


Wendy W. Koba, Esq.

PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

TRANSMITTAL
FORM

(To be used for all correspondence after initial filing.)

Total Number of Pages in This Submission

Application Number	09/428,363
Filing Date	10/27/1999
First Named Inventor	Burg
Art Unit	2154
Examiner Name	Kenny S. Lin
Attorney Docket Number	113571

RECEIVED
CENTRAL FAX CENTER
NOV 29 2004

ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input checked="" type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Change of Correspondence Address	<input type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Terminal Disclaimer	1. Fax Cover Sheet
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Request for Refund	2. Cert. of transmission
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> CD, Number of CD(s) _____	3. Claims as Amended
<input type="checkbox"/> Reply to Missing Parts/ Incomplete Application	<input type="checkbox"/> Landscape Table on CD	
<input type="checkbox"/> <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53		
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Wendy W. Koba, Esq.		
Signature	Wendy W. Koba		
Printed name	Wendy W. Koba		
Date	11/29/04	Reg. No.	30509

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature	Wendy W. Koba		
Typed or printed name	Wendy W. Koba	Date	11/29/04

This collection of information is required by 37 CFR 1.6. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

PTO/SB/97 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Certificate of Transmission under 37 CFR 1.8

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office

on 11/29/04
Date

Wendy W. Koba
Signature

Wendy W. Koba
Typed or printed name of person signing Certificate

30509

Registration Number, if applicable

610-346-7112

Telephone Number

Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

1. Fax Cover Sheet (1 sheet)
2. Claims as Amended (1 sheet)
3. Amendment (7 sheets)

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

RECEIVED
CENTRAL FAX CENTER
NOV 29 2004

CASE Burg 113571

SERIAL NO. 09/428,363

GROUP ART UNIT 2154

FILED October 27, 1999

EXAMINER Kenny S. Lin

TITLE Delivery of Call Queue Messages for Calls Launched
from the Internet

COMMISSIONER OF PATENTS

P.O. Box 1450
Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

[] No additional fee is required, as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	23	MINUS	27	0	X \$18	0
INDEPENDENT CLAIMS	2	MINUS	2	0	X \$88	0
MULTIPL.I.F. DEPENDENT CLAIM(S) First presented with this amendment, if applicable					X\$300	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Respectfully,

Wendy W. Koba
Wendy W. Koba
Reg. No. 30509
Attorney for Applicant(s)
610-346-7112

Date: 11/29/04

Burg 113571

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

RECEIVED
CENTRAL FAX CENTER
NOV 29 2004

Inventor(s) Frederick Murray Burg

Case 113571 Conf. No. 4560

Serial No. 09/428,363 Group Art Unit 2154

Filing Date October 27, 1999

Examiner Kenny S. Lin

Title Delivery of Call Queue Messages for Calls Launched from the Internet

COMMISSIONER FOR PATENTS
ALEXANDRIA, VA 22313-1450

SIR:

AMENDMENT

In response to an Office Action dated August 31, 2004 (application Paper No. not shown), please amend the above-identified application as follows: